

Halls application troubleshooting

If you are having problems with the online application process, please read the below.

I have entered my date of birth and UCAS ID number but I receive a message stating that I am not eligible to apply?

This could be for a number of reasons:

- We only process applicants who have an Unconditional or Conditional Firm with the University of Gloucestershire. We do not accept applicants with Insurance offers.
- Ensure you have selected the correct year of study (2014 entrants should select '1415'.)
- Ensure you have provided the correct 11 digit UCAS ID number.
- Do not put any dashes in you UCAS ID numbers.
- Ensure you have provided your date of birth in the correct format; ddmmyyyy
- If you have just accepted your offer with us through UCAS, please leave up 48 hours before applying for accommodation. This will give time for the UCAS system to update your details.

I have entered my date of birth and UCAS number and received the message saying I would be emailed the security code; however I still haven't received it. What should I do?

Applicants may find that the email stating the security code is filtered into your spam or junk folder. Please check both these folders within your email account. Please note that you may not be able to check this via your phone or tablet. Therefore, we strongly recommend you access your email account via the web (hotmail.com, gmail.com etc.)

I have entered the security code emailed to me but it says that it doesn't match.

Try copying and pasting the security code directly from the email, making sure that there are no spaces each side of the digits. You also need to ensure you've stated the correct Date of Birth and UCAS ID number once more.

How do I know if my application has been accepted?

You will a confirmation message after completing the application process. You will also receive a confirmation email.

When will I receive my room offer?

Room offers will be sent out by email in June/July 2014.

If you are still experiencing problems please contact us for further assistance:
accommodation@glos.ac.uk or 01242 714544